

# HP DeskJet Printer

## Reference Manual for Windows 630C Series

### Finding More Information



For more information, see the electronic *User's Guide*. Insert the printer software CD into your CD-ROM drive and begin the installation process by running **setup.exe**. At the opening screen select *Open the User's Guide*.

- For the latest product information, troubleshooting, and printer software updates, visit HP's web site at: [http://www.hp.com/support/home\\_products](http://www.hp.com/support/home_products)
- To view electronic help about specific printer settings, right-click on any Print Settings option.
- To consult the *Release Notes* file, click the **Start** button, point to **Programs**, point to **HP DeskJet 630C Series**, and click on **HP DeskJet 630C Series Release Notes**.

### Acknowledgments

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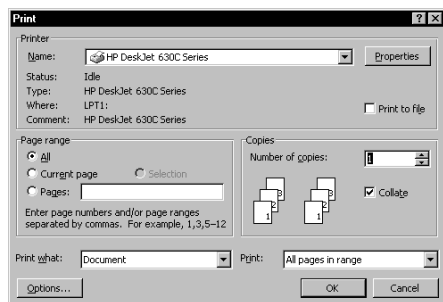
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# How to Print

## Basic Printing

1. Lay out the page and choose the text, pictures, fonts, and colors from your software program (such as a word processor or drawing program).
2. On the **File** menu of the software program, click **Print**.

The Print box for program opens.

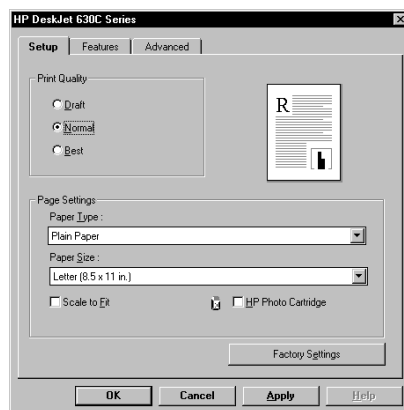


**Note:** The Print box varies greatly in appearance depending on the software program.

If the software program does not have a File menu or Print option, check the program's user guide for printing instructions.

3. Make changes as needed in the Print box. Are all the print settings now what you want?
  - If YES, click **OK** to start printing.
  - If NO, continue to step 4 to change more print settings.
4. In the Print box, click on **Properties**.  
If you don't see Properties, click on **Setup**, **Options**, or **Printer**, whichever is available.

The HP print settings box opens with the **Setup** tab selected.



**Note:** Your HP print setting box may differ from those shown here.

If a box other than the HP print settings box opens, click on **Properties**, **Setup**, **Options**, or **Printer**, whichever is available.

5. Make selections on the **Setup** tab:

- Choose the **Print Quality**, **Paper Type**, and **Paper Size**.

**Note:** By adding the optional HP black print cartridge to your printer, you will get improved print quality and faster speed.

- Check **Scale to Fit** to make the printer output fit the page.
- Check **HP Photo Cartridge** for photo-realistic output using the HP photo cartridge.

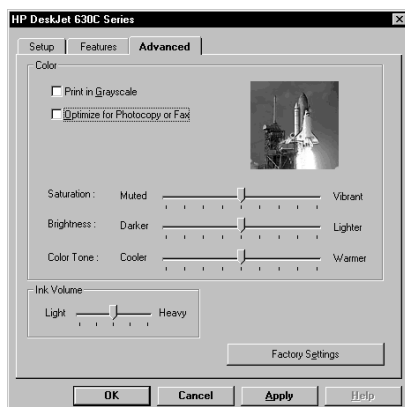
## 6. Click the **Features** tab for more print settings.



## 7. Make selections on the **Features** tab:

- Choose paper orientation—**Portrait**, **Landscape**, or **Mirror Image**.
- Check **Two-Sided Printing**, **Multiple Pages per Sheet**, and **Poster Printing**, as desired.
- Check **Start Printing from Last Page** to reverse the order of printing.
- Check **Show HP Preview** to display an on screen preview of the printed copy.
- Set the number of **Copies**.

## 8. Click the **Advanced** tab for more settings.



## 9. Make selections on the **Advanced** tab:

- Check **Print in Grayscale** to print in black and white.
- Check **Optimize for Photocopy or Fax** to make your photocopied and faxed images sharper.
- Use the sliders to change the **Saturation**, **Brightness**, and **Color Tone** of color prints.
- Use the slider for **Ink Volume** to change the amount of ink applied.

## 10. Click **OK** in the HP print setting box to save your settings. Then click **OK** in the Print dialog box to start printing.

If a box other than the Print dialog box opens, click on **OK** or **Print**, whichever is available.

It takes a few moments for the printing to start, because the printer is receiving information from the computer.



For more information about the HP Print Settings box, see the electronic *User's Guide*, which you can access from the HP Toolbox (see page 10).

## While You're Printing

Your printer will print at different speeds, depending on the complexity of the job, the print quality you have chosen, and the number of print cartridges in the printer. If you have lots of graphics and color in your document, it will take longer to print.

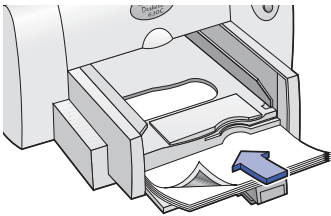

## If something goes wrong

Sometimes, in spite of your best efforts, something goes wrong during printing. Maybe a sheet of paper jams in the printer or nothing happens at all. See "Solving Common Problems" on page 11 for solutions.

# Printing on Different Types of Paper

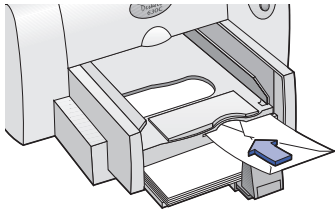
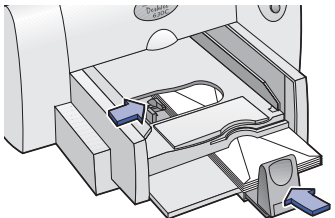



## Printing Photographs

I want to print...	I should...
<p><b>8.5 x 11 in. or A4 Photo Paper</b></p> 	<ol style="list-style-type: none"> <li>1. With the printer turned on, open the top cover. The cradle moves to an accessible position.</li> <li>2. Check the right section of the cradle: <ul style="list-style-type: none"> <li>• If it is empty, go to step 3.</li> <li>• If it contains a black print cartridge, remove the cartridge.</li> </ul> </li> <li>3. Place an HP photo cartridge into the right section of the cradle, and push the cartridge back into position.</li> <li>4. Close the printer's top cover.</li> <li>5. Align the cartridges.</li> <li>6. Insert photo paper in the IN tray, printable side down.</li> <li>7. Slide the paper adjusters to fit snugly against the paper's edges.</li> <li>8. Choose print settings that match the type and size of the photo paper.</li> <li>9. Print the photo.</li> </ol>
HP print settings to choose	Guidelines to remember
<p><b>Setup Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Paper Type</i>: Choose appropriate HP photo paper type</li> <li>- <i>Print Quality</i>: <b>Best</b></li> </ul> <p><b>Note:</b> <i>If using only the Tri-Color print cartridge, the Draft and Normal print quality settings automatically change to Best for all photo and coated papers.</i></p> <ul style="list-style-type: none"> <li>- <i>Paper Size</i>: Choose appropriate paper size</li> <li>- <i>HP Photo Cartridge</i>: Checked</li> </ul> <p><b>Features Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Orientation</i>: Choose appropriate orientation</li> <li>- <i>Two-Sided Printing</i>: Unchecked</li> </ul>	<ul style="list-style-type: none"> <li>• For best results use HP photo paper.</li> <li>• Make sure that the photo paper is loaded in the IN tray printable side down.</li> <li>• For best results, remove each sheet promptly and allow it to dry printable side up. Drying time varies depending on the humidity.</li> <li>• After printing your photo, remove the photo cartridge from the printer, place it in a closed container, and store in a cool, dry place. Make sure the ink nozzles on the cartridge are positioned so they do not touch the sides of the container or any other material.</li> <li>• Remove from the IN tray any leftover special paper and replace it with the paper you'll be using next.</li> </ul> <p> If you need more information about working with photos, see the electronic <i>User's Guide</i>.</p>

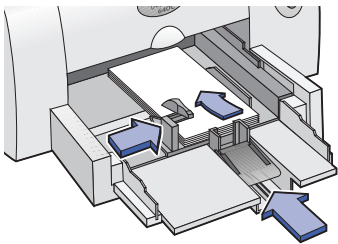



## Printing Envelopes

I want to print...	I should...
<p><b>Single envelope</b></p> 	<ol style="list-style-type: none"> <li>1. Slide the envelope, with its flap side up and on the right, into the single-envelope slot until it stops.</li> <li>2. Make sure there's paper in the IN tray.</li> <li>3. Choose print settings that match the type and size of the envelope.</li> <li>4. Print the envelope.</li> </ol>
<p><b>Stack of up to 20 envelopes</b></p> 	<ol style="list-style-type: none"> <li>1. Slide out both paper adjusters, and remove all paper from the IN tray.</li> <li>2. Put a stack of up to 20 envelopes, with the flap side up and on the right, into the IN tray.</li> <li>3. Slide the paper adjusters so they fit snugly against the edges of the stack.</li> <li>4. Print the envelopes.</li> </ol>
HP print settings to choose	Guidelines to remember
<p><b>Setup Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Paper Type</i>: <b>Plain Paper</b></li> <li>- <i>Print Quality</i>: <b>Normal</b></li> <li>- <i>Paper Size</i>: Choose appropriate envelope size</li> </ul> <p><b>Features Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Orientation</i>: Choose appropriate orientation</li> <li>- <i>Two-Sided Printing</i>: Unchecked</li> </ul>	<ul style="list-style-type: none"> <li>• Avoid shiny or embossed envelopes, or those that have clasps or windows.</li> <li>• Avoid envelopes with thick, irregular, or curled edges or with areas that are wrinkled, torn, or otherwise damaged.</li> <li>• When printing a stack of envelopes, never load more than 20 envelopes at one time.</li> <li>• Even up the stack of envelopes before inserting them by tapping the short edge on a flat surface.</li> <li>• If printing on JIS #4 (90 x 205 mm) envelopes, follow instructions for printing cards on page 6.</li> <li>• When printing on JIS #3 (120 x 235 mm) or JIS #4 (90 x 205 mm) envelopes, insert with flap up and toward you.</li> </ul> <p>  If you need information about printing small envelopes, see the electronic <i>User's Guide</i>.         </p>

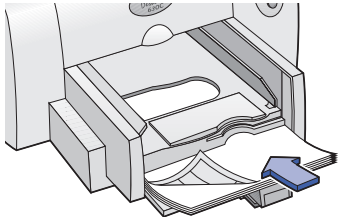



## Printing Cards

I want to print...	I should...
	<ol style="list-style-type: none"> <li>1. Remove OUT tray.</li> <li>2. Raise the card guide.</li> <li>3. Put up to 30 cards in the IN tray. Align the right edge of the card stack with the card guide.</li> <li>4. Lower the handle on the paper-length adjuster. Press the lower-inside portion of the handle to release it.</li> <li>5. Slide the paper adjusters so they fit snugly against the stack.</li> <li>6. Replace the OUT tray.</li> <li>7. Print the cards.</li> </ol>
HP print settings to choose	Guidelines to remember
<p><b>Setup Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Paper Type</i>: Plain Paper</li> <li>- <i>Print Quality</i>: Normal</li> <li>- <i>Paper Size</i>: Choose the appropriate card size</li> </ul> <p><b>Features Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Orientation</i>: Choose appropriate orientation</li> <li>- <i>Two-Sided Printing</i>: Unchecked</li> </ul>	<ul style="list-style-type: none"> <li>• Even up the cards before inserting them by tapping the short edge on a flat surface.</li> <li>• Move the paper-length adjuster by pressing the inside of the handle to release and lower it, then pushing it toward the card stack until it stops.</li> <li>• If you encounter difficulty replacing the OUT tray, lift the top cover, wait a few moments for the cradle to move to the center position, then replace the OUT tray, and lower the top cover.</li> <li>• When printing JIS #4 (90 x 205 mm) envelopes, insert envelopes with flap up and toward you.</li> </ul> <p>  If you need information about printing cards, see the electronic <i>User's Guide</i>.         </p>

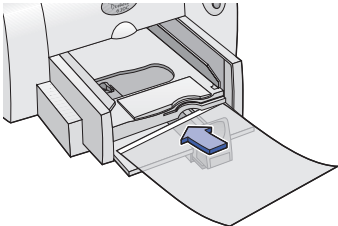




## Printing Labels

I want to print...	I should...
	<ol style="list-style-type: none"> <li>1. Slide out both the paper adjusters, and remove all paper from the IN tray.</li> <li>2. Fan the edges of the label sheets to separate them.</li> <li>3. Put up to 25 sheets of labels in the IN tray on top of at least 5 sheets of plain paper of the same size.</li> <li>4. Slide the paper adjusters so they fit snugly against the stack.</li> <li>5. Print the labels.</li> </ol>
HP print settings to choose	Guidelines to remember
<p><b>Setup Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Paper Type</i>: <b>Plain Paper</b></li> <li>- <i>Print Quality</i>: <b>Normal</b></li> <li>- <i>Paper Size</i>: Choose the appropriate paper size</li> </ul> <p><b>Features Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Orientation</i>: Choose appropriate orientation</li> <li>- <i>Two-Sided Printing</i>: Unchecked</li> </ul>	<ul style="list-style-type: none"> <li>• Use only A4- or U.S. letter-sized sheets of labels.</li> <li>• Use only paper labels designed specifically for use with inkjet printers.</li> <li>• Never load more than 25 sheets at one time.</li> <li>• Use only full sheets of paper labels.</li> <li>• Avoid sheets of labels that are sticky, curled, wrinkled, or pulling away from their protective backing.</li> </ul> <p> If you need information about printing labels, see the electronic <i>User's Guide</i>.</p>



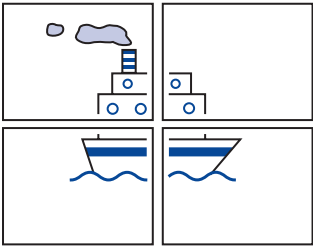

## Printing Transparencies

I want to print...	I should...
	<ol style="list-style-type: none"> <li>1. Slide out both the paper adjusters, and remove all paper from the IN tray.</li> <li>2. Put up to 25 sheets of transparencies in the IN tray, rough side down and the adhesive strip toward the printer.</li> <li>3. Slide the paper adjusters so they fit snugly against the edges of the transparencies.</li> <li>4. Print the transparency.</li> </ol>
HP print settings to choose	Guidelines to remember
<p><b>Setup Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Paper Type</i>: Choose the appropriate transparency film type</li> <li>- <i>Print Quality</i>: <b>Normal</b></li> </ul> <p><b>Note:</b> To obtain the Best print quality for transparencies, insert an optional Black print cartridge into the right section of the cradle.</p> <ul style="list-style-type: none"> <li>- <i>Paper Size</i>: Choose the appropriate transparency film size</li> </ul> <p><b>Features Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Orientation</i>: Choose appropriate orientation</li> <li>- <i>Two-Sided Printing</i>: Unchecked</li> </ul>	<ul style="list-style-type: none"> <li>• For best results, use HP transparency films, which are designed specifically for use with HP Inkjet printers.</li> <li>• Because transparencies need longer drying times than plain paper, the printer dries them automatically before it releases them. Press the Resume  button on the front of the printer to continue printing.</li> </ul> <p> If you need information about printing transparencies, see the electronic <i>User's Guide</i>.</p>





## Printing Posters

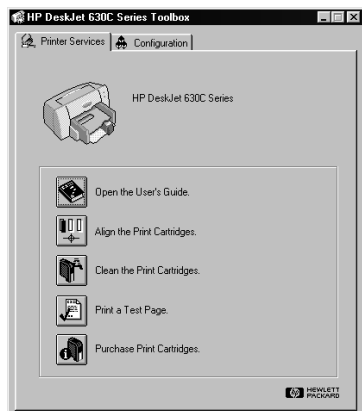
I want to print...	I should...
	<ol style="list-style-type: none"> <li>1. Load paper in the IN tray.</li> <li>2. Slide the paper guides snugly against the sheets.</li> <li>3. Choose the print settings that match the type and size of your poster.</li> <li>4. Print your poster.</li> </ol>
HP print settings to choose	Guidelines to remember
<p><b>Setup Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Paper Type:</i> Plain Paper</li> <li>- <i>Print Quality:</i> Normal</li> <li>- <i>Paper Size:</i> Choose the appropriate size</li> </ul> <p><b>Features Tab</b></p> <ul style="list-style-type: none"> <li>- <i>Orientation:</i> Choose appropriate orientation</li> <li>- <i>Two-Sided Printing:</i> Unchecked</li> <li>- <i>Poster Printing:</i> Check this box and choose size 2x2, 3x3, or 4x4</li> </ul>	<ul style="list-style-type: none"> <li>• After printing, trim the edges on each sheet and tape the sheets together.</li> </ul> <p> If you need information about printing posters, see the electronic <i>User's Guide</i>.</p>

# The HP Toolbox

Use the **HP DeskJet Toolbox** for cleaning and maintaining your printer, finding information, and printing a test page.

1. Click the **Start** button, point to **Programs**, point to **HP DeskJet 630C Series**, and click on **HP DeskJet 630C Series Toolbox**.

The HP Toolbox opens with the **Printer Services** tab selected.

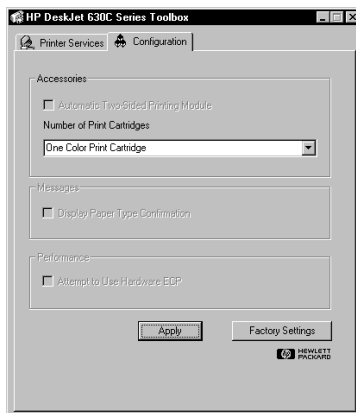


2. Click the icon for the service you want, and then follow the on-screen instructions:

- **Open the User's Guide**
- **Align the Print Cartridges**
- **Clean the Print Cartridges**
- **Print a Test Page**
- **Purchase Print Cartridges**

*(Note: If using only the Tri-Color print cartridge, alignment is not necessary.)*

3. To continue to the Configuration page, click the **Configuration** tab.



4. Select the **Number of Print Cartridges** to match the number used for the printer.

This setting is used as a backup if the computer cannot identify the number of print cartridges in the printer.

5. To exit, click the "X" at the top-right corner of the HP Toolbox.

# Getting Help When Things Go Wrong

## Solving Common Problems

It's frustrating when things go wrong. This section contains tips that can help you determine what the problem is and how to fix it.



### USB Problems

**USB Installation.** If you accidentally cancelled the USB installation the first time you connected your HP DeskJet printer to your computer, follow these instructions to redisplay the USB installation screens:

1. Disconnect the USB cable from your printer.
2. Insert the printer software CD (or Disk 1 if you have diskettes) into your computer.
3. Click the **Start** button and click **Run**.
4. **Browse** to the CD or diskette drive. Select **Setup**, and then click **Open**.
5. The **setup.exe** file will appear in the dialog box. Click **OK**.
6. Select the **Remove HP DeskJet 630C Series Software** option.
7. Connect the USB cable to your printer again. The USB installation screen should appear again.
8. Continue with Step 8 on your *Quick Start Poster*.

**Printer not responding.** Make sure Windows 98 or 2000 Professional is running and your printer is connected to your computer using a USB cable. If you do not have Windows 98 or 2000 Professional, you need to use a parallel cable.

*USB is not enabled.*

1. Click the **Start** button, point to **Settings**, and click on **Control Panel**.
2. Double-click the **System** icon.
3. Click the **Device Manager** tab.
4. Click the plus (+) icon next to the Universal Serial Bus Controller option.
  - If you see a USB host controller and a USB root hub listed, USB is probably enabled.
  - If you do not see these devices listed, refer to your computer's documentation or contact the manufacturer for more information on enabling and setting up USB.
5. If you cannot enable USB, you can always use a parallel cable to connect your printer's parallel port to your computer.

**Cable connections.** Make sure your USB cable is connected properly. Disconnect and then reconnect the USB cable from your printer, making sure that it is securely attached.

**Printing speed.** When operated on a USB chain, your printer may become slower if other USB devices or software applications are being used while you're printing. For optimal print performance, avoid using other devices in the USB chain while printing.

**USB hub.** If you have connected your printer to a USB hub, and the "Error Writing to USB Port" message appears, your printer isn't getting good data from the other device or hub. Connect the printer directly to the USB port on the computer.

**Unknown device.** If you get an "Unknown device is found" message when you install the USB software, disconnect the USB cable, uninstall the printer software (see page 20), and turn off the computer and printer. Unplug the electrical power to the printer, then reconnect your printer and restart the USB software installation (see your *Quick Start Poster*).

**Error writing to LPT1.** You may not have plugged your USB cable in before installing the software.

1. Disconnect the USB cable from your printer.
2. Insert the printer software CD (or Disk 1 if you have diskettes) into your computer.
3. Click the **Start** button, then click **Run**.
4. **Browse** to the CD or diskette drive. Select **Setup**, and then click **Open**.
5. The **setup.exe** file will appear in the dialog box. Click **OK**.
6. Select the **Remove HP DeskJet 630C Series software** option to remove the software.
7. Connect the USB cable to your printer again. The USB installation screen should appear again.
8. Repeat the “Install USB and printer software” step. See your *Quick Start Poster* or your electronic *User’s Guide*.



### Parts of the document are missing or are in the wrong place

**Paper orientation.** If the printing is positioned incorrectly on the page, make sure you’ve selected the correct orientation (**Portrait** or **Landscape**) on the **Features** tab of the HP print settings box.

**Paper size.** Make sure you have selected the correct paper size in the **Setup** tab of the HP print settings box.

**Alignment.** If the color ink and black ink don’t line up on the printed page and you are using two print cartridges, align the print cartridges. In the HP Toolbox, click the **Printer Services** tab, and then click **Align the Print Cartridges**.

**Paper loading.** If the printing is slanted or skewed, try reloading the paper. Make sure the paper adjusters fit snugly against the media.

**Margin settings.** If text is running off the edge of the page:

- Make sure the margins are set correctly in your software program.
- Make sure the elements in your document fit within the printable area of the page.

- Make sure you’ve selected the right paper size on the **Setup** tab of the HP print settings box.

**Colors.** If the colors are wrong or missing:

- Clean your Tri-Color print cartridge. In the HP Toolbox, click the **Printer Services** tab, and then click **Clean the Print Cartridges**.
- Replace the Tri-Color print cartridge.
- Check **Print in Grayscale** to clear this option on the **Advanced** tab of the HP print settings box.
- Consider installing an optional black print cartridge or HP photo cartridge in the right section of the print cartridge cradle.

**Communications.** If meaningless characters are printing on your page, the computer might have lost communication with your printer. Try turning your computer and printer off and then turn them on again. If the problem persists, make sure all cables are securely attached.

**Print cartridge cradle contacts.** The back plate between the right print cartridge and the print cartridge cradle may need cleaning. This problem might happen if you add an optional print cartridge after the printer has been used with only one print cartridge. To clean the back plate:

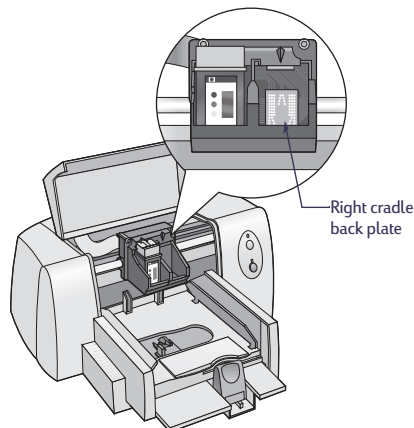
1. Turn **on** the printer and open the top cover.  
After the cradle finishes moving to an accessible position, **unplug** the power cord from the rear of the printer.

**WARNING: Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts can result in clogs, ink failure, and bad electrical connections.**

2. Grasp the top of the right print cartridge, pull it toward you until it pops loose, and lift it out of the cradle.

**CAUTION: Avoid touching the electrical contacts on the inside of the cradle.**

3. Dip a cotton swab into distilled, filtered, or bottled water (minerals in regular tap water may damage the print cartridges), and wipe the right cradle back plate and the contacts on the print cartridge with the swab. Do not clean any other parts of the cradle or the cartridge.



4. Hold the print cartridge up to the light. If you see any dust or fibers, repeat step 3.
5. After the back plate and the print cartridge dry, insert the print cartridge back in the right cradle. Close the top cover.
6. Reinsert the power cord into the back of the printer.
7. In the HP Toolbox, click the **Printer Services** tab, and then click **Align the Print Cartridges**.



### The print quality is poor

**Cartridges.** If ink is smearing, streaking, or is splotchy:

- You might need to clean the print cartridges. See the HP Toolbox for instructions.
- You might need to replace the print cartridges. See the HP Toolbox for instructions.
- Make sure you have removed the protective piece of vinyl tape from the print cartridges.
- If the color and black ink aren't lining up on the printed page, go to the HP Toolbox and click **Align the Print Cartridges**.

**Print cartridge cradle contacts.** The back plate between the right print cartridge and the print cartridge cradle may need cleaning. See "Print cartridge cradle contacts" on page 12.

**Paper.** If the printing is faded or the colors are dull or bleeding into each other, make sure:

- you're using paper intended for inkjet printers.
- you've loaded the paper print side down.
- you have selected the correct paper type on the **Setup** tab of the HP print settings box.

**Ink.** You can control the amount of ink on the page by changing the **Print Quality**.

- If you have smearing, you may be using too much ink. On the **Setup** tab of the HP print settings box, click **Normal** or **Draft** instead of **Best**. You can also reduce the amount of ink by using the **Ink Volume** slider on the **Advanced** tab.
- You may be printing in **Draft** mode. Click **Normal** or **Best** on the **Setup** tab of the HP print settings box.



### No page came out of the printer

**Be patient.** Complex documents, such as color photographs, take a while to print. Check the power light; if it's blinking, the printer is processing information.

**Power.** Make sure the printer is on (the power light on the front of your printer should be on) and that all connections are firm.

**Cover.** Make sure the top cover of the printer is closed.

**Flashing lights.** See "What the Lights Mean" on page 15.

**Paper.** Make sure you put the paper in the IN tray correctly.

**Print cartridges.** Make sure the print cartridge cradle contains properly installed cartridges with the correct HP part number.

**Printer not responding.** If you are using a parallel port on the printer you might be using the wrong cable (HP IEEE 1284-compliant). If you have the correct cable, turn off the printer and then turn it back on.

**“There is a problem” message.** Perform the steps in the box and click **Retry**. If the box reappears, click **Skip**. If the printer is connected to the computer with a parallel cable, be sure you are using a bi-directional HP IEEE 1284-Compliant Parallel Interface Cable.



### A blank page came out of the printer



**Tape.** Make sure you’ve removed the protective pieces of vinyl tape on the print cartridges.

**Default printer.** Make sure you’ve selected the HP DeskJet 630C Series printer as the default printer.

**Ink.** You may have run out of ink. Replace the cartridge.

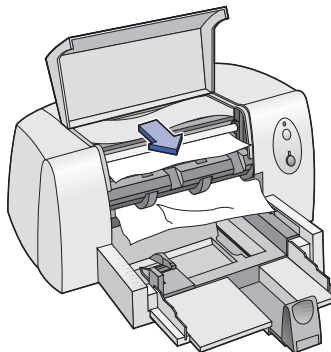
**Faxes.** If you’ve received an electronic fax at your computer and the printer prints a blank page when you try to print the fax, try saving the fax in a graphic format (such as TIF). Then place it in a word-processing document, and print from there.

## Clearing Paper Jams

When a paper jam occurs, the Power  and Resume  lights alternately flash. Follow these instructions to clear a paper jam.

1. Turn off the printer.
2. Open the top cover and remove the OUT tray.
3. Pull the jammed paper out of the printer.

Remove all torn pieces from the paper path.



4. Remove any wrinkled or torn paper from the IN tray.
5. Reload the paper.
6. Replace the OUT tray and close the top cover.
7. Turn on the printer.

## What the Lights Mean



















On the right side of the printer are the Resume  light (top) and the Power  light (bottom). These lights show the status of the printer. The following

table lists the actions you can take based on these lights.

Lights	Printer status	Actions you can take
 off  off	Off	Press Power  to turn on the printer.
 off  on	Ready to print	From a software program, send a document to the printer.
 off  flashing	Busy receiving a document from the computer or printing a document	No action required.
 flashing  on	Error condition	<ol style="list-style-type: none"> <li>1. If you just installed a print cartridge, make sure the cartridge is securely snapped into the cradle with the arrow aligned with the dots on the top of the cradle.</li> <li>2. Close the top cover of the printer if it is open.</li> <li>3. Check the IN tray to make sure it contains paper and that the paper is correctly loaded in the tray.</li> <li>4. Press Resume  to clear the error condition. Then check your computer screen for any reported error message and corrective action instructions.</li> </ol>
 flashing  flashing	Error condition	<ol style="list-style-type: none"> <li>1. Press Power  to turn off the printer.</li> <li>2. At the computer, cancel any documents awaiting printing.</li> <li>3. Press Power  again to turn on the printer.</li> </ol> <p>If that doesn't solve the problem, try the following:</p> <ol style="list-style-type: none"> <li>1. Press Power  to turn off the printer.</li> <li>2. Unplug the printer.</li> <li>3. Plug the printer back in.</li> <li>4. Press Power  to turn the printer back on.</li> </ol>



## HP Customer Care

HP DeskJet printers set the standard for quality and reliability, so you have made an excellent choice. Should you need help, however, HP Customer Care's award-winning service and support is nearby to provide expert advice on using your HP printer or to answer specific questions about a problem you are having. Whether online or by phone, you'll find the support you need—and you'll find it fast.



### HP Customer Care Online

Click your way to a quick solution!

**HP Customer Care Online** is a great place to go for answers to questions about your HP products. You'll get instant access to everything from helpful printing tips to the latest product and software updates—24 hours a day, seven days a week, all at no charge to you.

If you have access to the Internet, you can obtain a wide variety of information about your printer at the following web sites:

#### English:

[http://www.hp.com/support/home\\_products](http://www.hp.com/support/home_products)

#### French:

<http://www.hp.com/cposupport/fr>

#### German:

<http://www.hp.com/cposupport/de>

#### Japanese:

[http://www.jpn.hp.com/CPO\\_TC/eschome.htm](http://www.jpn.hp.com/CPO_TC/eschome.htm)

#### Korean:

<http://www.hp.co.kr/go/support>

#### Portuguese:

<http://www.hp.com/cposupport/pt>

#### Spanish:

<http://www.hp.com/cposupport/es>

#### Simplified Chinese:

<http://www.hp.com.cn/go/support>

#### Traditional Chinese:

<http://support.hp.com.tw/psd>

From HP Customer Care Online you can link to **HP Customer Care User Forums** and **HP Customer Care Email**.

### HP Customer Care User Forums

They're friendly. They're informative. Check out our online user forums. Simply review existing messages left by other HP users to find the answers you're looking for. You can also post your questions, then check back later for ideas and suggestions from knowledgeable users and system operators.

### HP Customer Care by Email

Connect with HP via email and receive a personal reply from an HP Customer Care service technician. Responses are normally provided within 24 hours of receipt (excluding holidays). A great option for those non-urgent questions.

**Note:** *HP Customer Care by email may not be available in all languages.*

### HP Customer Care Audio Tips (U.S. Only)

For fast and simple solutions to commonly asked HP DeskJet printer questions, call our toll-free automated support line at (877) 283-4684.



## Printer Software

Printer software (also referred to as a printer driver) allows your printer to talk with your

computer. You have several options for getting printer software:

	In the U.S.	Elsewhere in the world
First time setup?	<ul style="list-style-type: none"> <li>• Use the CD-ROM software shipped with the printer.</li> <li>• Download the printer software from the <b>HP Customer Care Online</b> web site. See page 16 for the web site addresses.</li> <li>• Create diskettes using a computer with a CD-ROM drive. To create the diskettes, begin the printer software installation. When the opening screen appears, select <b>Make diskettes of your printer software</b> and follow on-screen instructions.</li> <li>• Call (661) 257-5565 to order 3.5-inch diskettes. Nominal shipping and handling charges may apply. Bonus software provided on the CD will not be provided on diskettes.</li> </ul>	<ul style="list-style-type: none"> <li>• Use the CD-ROM software shipped with the printer.</li> <li>• Download the printer software from the <b>HP Customer Care Online</b> web site. See page 16 for the web site addresses.</li> <li>• Create diskettes using a computer with a CD-ROM drive. To create the diskettes, begin the printer software installation. When the opening screen appears, select <b>Make diskettes of your printer software</b> and follow on-screen instructions.</li> </ul>
Need software updates?	<ul style="list-style-type: none"> <li>• Download the printer software from the <b>HP Customer Care Online</b> web site. See page 16 for the web site addresses.</li> <li>• Call (661) 257-5565 to order 3.5-inch diskettes. Software updates are available for the cost of the CDs or diskettes plus shipping.</li> </ul>	<ul style="list-style-type: none"> <li>• Download the printer software from the <b>HP Customer Care Online</b> web site. See page 16 for the web site addresses.</li> <li>• Call the HP Customer Care Center nearest you. See page 18 for phone numbers.</li> </ul>



## HP Customer Care by Phone

	Region	Phone Support *
DeskJet 630C Series	North America (including Canada)	90 days
	Asia Pacific	90 days
	Europe	90 days
	Latin America	1 year

\* Long distance charges may apply in different regions.

Before placing a call for help, please make sure that:

1. You have checked your *Quick Start Poster* and this *Reference Manual* for installation and troubleshooting tips.
2. You have checked **HP Customer Care Online** for product help. See page 16 for HP web site addresses.
3. If you are in the U.S., call **HP Customer Care Audio Tips**, our toll-free automated support line at (877) 283-4684 for fast and simple solutions to commonly asked HP DeskJet printer questions.

If you cannot solve your problem using steps 1 to 3, then call an HP service technician while you're in front of your computer and printer. Before you call, be sure you have the following information:

- Your printer's serial number (the label is on the back of the printer).
- \_\_\_\_\_  
Your printer's model number (the label is on the front of the printer).
- \_\_\_\_\_  
The model of the computer.
- \_\_\_\_\_  
The version of the printer software.

Then we can help you with your questions immediately!

See the list below for your country's **HP Customer Care Center** phone number:

- Africa/Middle East 41 22/780 41 11
- Argentina (541) 778-8380
- Australia +61 3 8877 8000
- Austria 43 (0) 660 6386
- Belgium (Dutch) 32 (0)2 62688 06
- Belgium (French) 32 (0)2 62688 07
- Brazil 011 829-6612
- Canada (905) 206-4663
- Chile 800 36 0999
- China 8610-65645959
- Czech Republic 42 (2) 471 7321
- Denmark 45 (0) 39 294099
- Finland 358 (9) 2034 7288
- France 33 (0) 143623434
- Germany 49 (0) 180 532 6222
- Greece 30 1 689 64 11
- Hong Kong (800) 96 7729
- Hungary 36 (1) 252 4505
- India 91 11 682 60 35
- Indonesia 6221 350 3408
- Ireland 353 (0) 1662 5525
- Israel 972-9-9524848
- Italy 39 (0) 2 264 10350
- Japan, Osaka 81 6 6838 1155
- Japan, Tokyo 81 3 3335-8333
- Korea 02 3270 0700
- Malaysia 03 2952566
- Mexico D.F. 258 9922
- Mexico, Guadalajara 01 800 472 6684
- Middle East/Africa 41 22/780 41 11
- Netherlands 31 (0) 20 606 8751
- New Zealand (09) 356-6640
- Norway 47 (0) 22 116299
- Philippines +66 (2)867 3551
- Poland (+48) 22 519 06 00
- Portugal 351 (0) 1 318 00 65
- Russia 7095 923 50 01
- Singapore 65 272 5300

• Spain	34 (9) 02321 123
• Sweden	46 (0) 8 6192170
• Switzerland	41 (0) 84 8801111
• Taiwan	886 2-2717-0055
• Thailand	(66-2) 661 4011
• Turkey	90 1 224 59 25
• United Kingdom	44 (0) 171 512 5202
• U.S.	(208) 344-4131
• Venezuela	800 47 888
• Venezuela, Caracas	207 8488

## After the Free Phone Support Period

You can still get help from HP for a fee. Prices are subject to change without notice. **HP Customer Care Online** help (page 16) on the Internet is still available for free!

- For quick questions in the United States only, call (900) 555-1500. The charges are \$2.50 per minute and will not exceed \$25.
- For calls from Canada, or for calls in the U.S. that you anticipate might be longer than ten minutes in length, call (800) 999-1148. The fee is US \$25 per call, charged to your Visa or MasterCard.
- If, during your phone call, it is determined that your printer requires repair, or that your print cartridge is defective, and you are within your printer's Limited Warranty period (see page 24), you will not be charged for the phone support service. However, for countries where the above toll-free phone numbers are not available, the regular long-distance charges may apply.

## Extended Warranty Options

If you would like to extend your printer coverage beyond the limited warranty period, you have the following options:

- Consult your reseller to get extended coverage.
- If your reseller does not offer service contracts, please call HP directly and ask about our HP Service Agreements. In the U.S., call (800) 446-0522; in Canada, call (800) 268-1221. For HP Service Agreements outside the U.S. and Canada, contact your local HP Sales Office.



## HP Customer Care Repair

If your HP printer is ever in need of repair, simply call the **HP Customer Care Center**. A trained service technician will diagnose the problem and coordinate the repair process for you. This service is free during your printer's standard warranty. Beyond the warranty period, repairs are charged on a time and materials basis.

## More About Your Printer

### Uninstalling the Printer Software

If you need to uninstall the printer driver for your HP DeskJet printer for any reason, perform **one** of the steps listed for your operating system. If something unexpected happened during installation, it is safest to run the uninstall utility directly from the CD rather than from the uninstall program that was installed on your hard drive.

#### To uninstall the software, do *one* of the following:

- Click the *Start* button, point to *Programs*, point to *HP DeskJet 630C Series*, and then click *HP DeskJet 630C Series Uninstall*.

—OR—

- Click the *Start* button, point to *Settings*, click *Control Panel*, and then double-click *Add/Remove Programs*. Select *HP DeskJet 630C Series (Remove only)*.




—OR—

- Insert the CD into your computer and run **Setup.exe**. Select *Remove HP DeskJet 630C Series software*.

### Print Cartridges

The **Tri-Color print cartridge** is the standard cartridge for the HP DeskJet 630C Series printer. The **Black print cartridge** and the **HP Photo cartridge** are optional cartridges for this printer.

When buying replacement print cartridges, check the part numbers carefully so that you buy the correct print cartridge for your printer. The following table shows the correct part number and easy selection number for your printer model.

HP DeskJet Model	Print Cartridge		
	Color (standard)	Black (optional)	Photo (optional)
630C Series	 Tri-Color HP 51649 Series	 Black HP C6614 Series	 Photo Cartridge HP C1816A

The Tri-Color print cartridge goes in the **left** section of the print cartridge cradle. This cartridge is required for the printer to print.

Optional print cartridges go into the **right** section of the print cartridge cradle. Even if the right section is empty, the printer will still print.

#### To replace the Tri-Color print cartridge

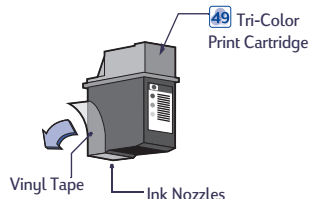
- Turn on the printer, and open the top cover.

The cradle moves to an accessible position, and the Resume  light flashes.

- Grasp the top of the empty print cartridge and pull it toward you until it pops loose. Lift the cartridge out of the cradle and discard it.

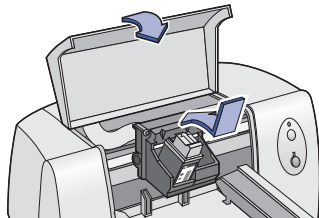
**CAUTION:** Avoid touching the electrical contacts on the inside of the cradle.

3. Remove the new print cartridge from its packaging and carefully remove the protective vinyl tape covering the ink nozzles.




**WARNING:** Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts can result in clogs, ink failure, and bad electrical connections. Also, do NOT remove the copper strips; these are required electrical contacts.

4. Place the new cartridge in the left section of the cradle.
5. Align the arrow on the print cartridge with the notch on top of the left section of the cradle, and push the arrow toward the notch until the cartridge snaps into place.



6. Close the top cover.


The cradle returns to the home position on the right side of the printer, and the Resume  light stops flashing.

7. If the right section of the cradle has a print cartridge, open the HP Toolbox, click the **Printer Services** tab, and then click **Align the Print Cartridges**.

If the right section of the cradle is empty, alignment is not necessary.

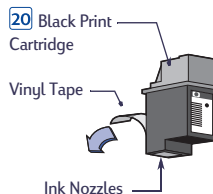
For more information about the care and maintenance of print cartridges, see the electronic *User's Guide*.

## To insert or replace an optional print cartridge

1. Turn on the printer, and open the top cover.  
The cradle moves to an accessible position, and the Resume  light flashes.
2. If replacing an empty print cartridge, grasp the top of the cartridge and pull it toward you until it pops loose. Lift the print cartridge out of the cradle and discard it.

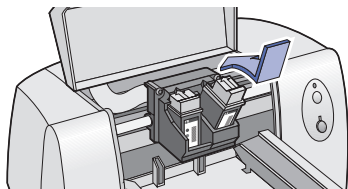
**CAUTION:** Avoid touching the electrical contacts on the inside of the cradle.


3. Remove the new print cartridge from its packaging and carefully remove the protective vinyl tape covering the ink nozzles.



**WARNING:** Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts can result in clogs, ink failure, and bad electrical connections. Also, do NOT remove the copper strips; these are required electrical contacts.

4. Place the new cartridge into the right section of the cradle.
5. Align the arrow on the print cartridge with the notch on top of the right section of the cradle, and push the arrow toward the notch until the print cartridge snaps into place.



6. Close the top cover.  
The cradle returns to the home position on the right side of the printer, and the Resume  light stops flashing.
7. Open the HP Toolbox, click the **Printer Services** tab, and then click **Align the Print Cartridges**.

For more information about the care and maintenance of print cartridges, see the electronic *User's Guide*.

## Product Specifications

### Printers

HP DeskJet 630C Series Printer

### Print technology

Drop-on-demand thermal inkjet printing

### Print speed

Color Up to 2.5 pages per minute\*

Black Up to 5 pages per minute\*

\* With optional black print cartridge

### Print quality

Color 600 x 300 dots per inch

Black: 600 x 300 dots per inch\*

\* With optional black print cartridge

### Printer command language

HP PCL Level 3

### Standard Character Sets

United Kingdom (ISO 4), German (ISO 21), French (ISO 69), Italian (ISO 15), Danish/Norwegian (ISO 60), Swedish (ISO 11), Spanish (ISO 17), ANSI ASCII (ISO 6), Legal, PC-8, Roman-8, PC-850, PC-8 Danish/Norwegian, ECMA-94, Latin 1 (ISO 8859/1), PC-852, Latin 2 (ISO 8859/2), Latin 5 (ISO 8859/9), and PC-8 Turkish

### Vertical Alignment

- 0.002 in

### Built-in (internal) fonts

#### Courier (portrait and landscape orientations)

Pitch: 5, 10, 16.67, 20 cpi  
Point size: 6, 12, 24 pt  
Style: Upright (Italic: 5, 10, 20 cpi)  
Stroke weight: Normal, Bold

#### CG Times (portrait and landscape orientations)

Pitch: Proportional  
Point size: 5, 6, 7, 8, 10, 12, 14 pt  
Style: Upright, Italic  
Stroke weight: Normal, Bold

#### Letter Gothic (portrait and landscape orientations)

Point and pitch: 6, 12, and 24 pt for 6, 12 and 24 cpi  
(Upright only): 4.75, 9.5, and 19 pt for 16.67 cpi  
Style: Upright  
Stroke weight: Normal, Bold

#### Univers (portrait and landscape orientations)

Pitch: Proportional  
Point size: 5, 6, 7, 8, 10, 12, 14 pt  
Style: Upright (Italic: 5, 6, 10, 12 pt)  
Stroke weight: Normal, Bold

## Software compatibility

MS Windows 95, 98, NT 4.0, and 2000 Professional  
(MS DOS and Windows 3.1 not supported)

## Reliability

20,000 hours MTBF  
1,000 total pages per month maximum

## Buttons/lights

Resume button and light  
Power button and light

## I/O interface

Centronics parallel, IEEE-1284-compliant with  
1284-B receptacle (Bi-Tronics, ECP)  
Universal Serial Bus

## Printer memory

512 KB built-in RAM  
32 KB receive buffer

## Dimensions

Width: 436 mm (17.2 in)  
Height: 199 mm (7.9 in)  
Depth: 405 mm (16 in)

## Weight

5.3 kg (11.6 lbs)

## Power requirements

Power Adapter (universal input)  
Input Voltage: 100 to 240 VAC (-10%)  
Input Frequency: 50 to 60 Hz (+3 Hz)  
Automatically accommodates the world-wide range of AC line  
voltages and frequencies. There is no on/off switch on the  
power adapter.

## Operating environment

Maximum operating conditions:  
Temperature 41 to 104° F, 5 to 40° C  
Humidity 10 to 80% RH noncondensing  
Recommended operating conditions for best print quality:  
Temperature 59 to 95° F, 15 to 35° C  
Humidity 20 to 80% RH noncondensing  
Storage conditions:  
Temperature -40 to 140° F, -40 to 60° C  
Declared noise emissions in accordance with ISO 9296:  
Sound Power,  $L_{wAd}$  (1 B = 10 dB)\* 6.3 B(A)  
Sound Pressure,  $L_{pAm}$  (Bystander position)\* 50 dB(A)  
\* In Normal Mode.

## Power consumption

2 watts maximum when off  
2.5 watts maximum nonprinting  
23 watts maximum when printing

## Recommended media weight

Paper: 60 to 135 g/m<sup>2</sup> (16 to 36 lb index)  
Envelopes: 75 to 90 g/m<sup>2</sup> (20 to 24 lb)  
Cards: 110 to 200 g/m<sup>2</sup> (110 lb index max.;  
8.5 pt max. thickness)

## Media handling

Sheets: up to 100 sheets  
Multiple envelopes: up to 20 envelopes  
Single envelope: only 1 envelope  
Cards: up to 30 cards  
Transparencies: up to 50 sheets  
Labels: up to 25 sheets  
Use only U.S. letter- or A4-sized  
sheets specifically designed for  
use with inkjet printers.

OUT tray capacity: up to 50 sheets

## Printable paper sizes

U.S. letter	8.5 x 11 in
U.S. legal	8.5 x 14 in
Executive	7.25 x 10.5 in
European A4	210 x 297 mm
European A5	148 x 210 mm
B5-JIS	182 x 257 mm
User Defined size:	Width: 5.0 to 8.5 in
	127 to 215 mm
	Length: 5.83 to 14 in
	148 to 356 mm
U.S. No. 10 envelope	4.12 x 9.5 in
Invitation A2 envelope	4.37 x 5.75 in
European DL envelope	220 x 110 mm
European C6 envelope	114 x 162 mm
Index card	102 x 152 mm
	4 x 6 in
Index card	127 x 203 mm
	5 x 8 in
European A6 card	105 x 148 mm
Japanese Hagaki Postcard	100 x 148 mm

## Limited Warranty Statement

Region	Software	Print Cartridge	Printer
North America (including Canada)	90 days	90 days	90 days
Asia Pacific	1 year	90 days	1 year
Europe	1 year	90 days	1 year
Latin America	1 year	90 days	1 year

### A. Extent of Limited Warranty

- Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.
- For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
- HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
  - Improper or inadequate maintenance or modification;
  - Software, interfacing, media, parts, or supplies not provided or supported by HP; or
  - Operation outside the product's specifications.
- For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP's warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP's warranty, HP shall either repair or replace the defective product, at HP's option.
- If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- HP's limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France's "Departments d'Outre-Mer"; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

### B. Limitations of Warranty

- TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

### C. Limitations of Liability

- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

### D. Local Law

- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
- To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.
- FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.

### HP Year 2000 Warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement stated above, HP warrants that this HP Product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g., hardware, software, firmware) used in combination with such HP Product(s) properly exchange date data with it. The duration of the Year 2000 warranty extends through January 31, 2001.